

Policy No 415

DISCONNECTION OF SERVICE

Service may be refused or disconnected by the Polk County RPPD (PCRPPD) for any of the following reasons:

I. CUSTOMER REQUEST FOR DISCONNECT

When a customer requests a disconnection of service, at the Districts discretion, the meter may be disconnected remotely or the meter may be removed, and the transformer de-energized if no other customer is receiving service from the same transformer. A final bill will be rendered to the customer on the next months billing date and will be prorated for the actual number of days of service since the last reading date.

In the event an account is not paid within 30 days, the account may be turned over to a collection agency.

Disconnected customer accounts with a credit balance will be processed as follows:

1. The remaining credit balance that is \$5.00 or more may be transferred to another active account.
2. For customers that do not have any active accounts, the remaining credit balance will be paid to the customer with a check on the next month's billing date. Any portion of the credit balance that is due to a payment from an Energy Assistance Provider is refunded to the Energy Assistance Provider.

II. DISTRICT DISCONNECT

A. Service may be refused or disconnected **without notice** by the District for any of the following reasons:

1. Any condition determined by the District to be hazardous to property or person.
2. The use of equipment which adversely affects the District's equipment or the service to others.
3. Tampering with PCRPPD owned equipment.
4. Use of the service in an unauthorized or illegal manner.
5. For failure of a Prepaid account to maintain a credit balance required by the Pre-Pay Metering Program Policy 416. Before reconnection of service, the customer must pay the minimum required balance per the policy. No disconnect or reconnect fees will apply.
6. For nonpayment of a required deposit or failure to provide a completed application for service.
7. For breach of agreed-upon payment arrangements

- B. Service may be refused or disconnected with notice by the District for any of the following reasons:
1. For nonpayment of any non-Pre-Pay account subject to Sections 70-1601 - 70-1615 of the Nebraska Revised Statutes.
 - a. The District will notify the customer of its intention to disconnect service for nonpayment of a past due account. Notice shall be given in person, by first-class mail, or by electronic delivery if the customer has elected to receive electronic communications.
 - b. This notice will be conspicuously marked as to its importance and will include the reason for the proposed disconnection, the date upon which service will be disconnected if the customer does not take the appropriate action, and the contact information of District representatives.
 - c. Service will not be discontinued for seven days after the notice is sent or given. Holidays and weekends will be excluded from the seven days.
 - d. The customer has a right, prior to the disconnection date, to request a conference regarding a dispute over the proposed disconnection by providing the District a written statement which sets forth reasons for the dispute and relief requested by the disconnect date. A conference will be held by the District and the customer within 14 days of receipt of the request. Failure of a customer to attend a scheduled conference will result in immediate discontinuance of electrical service. The District will not disconnect service pending the conclusion of the conference.
 - e. Disconnection shall be postponed or prevented for at least thirty days upon presentation of a duly licensed physician's, physician assistants, or advanced practice registered nurse's certificate that certifies that a resident within the customer's household would suffer an immediate and serious health hazard by the disconnection of electric service. Only one postponement of disconnection shall be required for each incidence of nonpayment of any past due account. Such certificate shall be filed with the District within five days, not including weekends or holidays, of receiving notice and will prevent the disconnection of service for a period of at least thirty days.
 - f. Prior to reconnection of service, the customer must pay the past due balance on the account disconnected, plus the disconnect and reconnect fees and provide a deposit, in accordance with District Policy 413-Meter Deposit.
 - g. Installment payments for past due accounts *may be arranged for no more than two installments within 30 days of the delinquent billing date*. Such installment payments will be in addition to any current electric charges. Failure to meet the full installment payment will result in immediate disconnection.
 - h. Customers qualifying for assistance in payment of electric bills should contact their caseworker in that regard.
 - i. Disconnection will be made at the service interconnection location for the account being disconnected notwithstanding the fact that a customer may have more than one account for service at such location.
 - j. At the sole discretion of the District, the District may install a remote disconnect device that will enable the District to disconnect service remotely. Such device will be installed pursuant to District procedures.

- C. In the event of a disconnection of a non-Pre-Pay service, the customer shall be charged a service fee as set forth within Policy 428 -Billing Requirements, Penalty charges and Miscellaneous Fees. However, the District will not accept payment by check for reconnection. The customer must do one of the following to reconnect service:
1. Reconnects during regular District office hours are available Monday through Friday, except for District observed holidays by:
 - a. Making a payment by cash, money order, or valid credit/debit card at the PCRPPD office.
 - b. Making a payment by valid credit/debit card by calling the PCRPPD office.
 - c. Making a payment by valid credit/debit card through the District's website, the Smart Hub App, or the District's Interactive Voice Response (IVR) system.
 2. Reconnects after regular District office hours and within 24 hours of the disconnect, are available to customers any day and time of the week including holidays. Reconnects after office hours and 24 hours after the disconnect will be billed according to policy #428. Customers will:
 - a. Make payment by valid credit/debit card by calling the PCRPPD office.
 - b. Make payment by valid credit/debit card through the District's website, the Smart Hub App, or the District's Interactive Voice Response (IVR) system and must call the PCRPPD office to inform them of the payment.
- D. Services that have been disconnected for an extended period of time will be considered 'Idle' and will be subject to Policy #425 - Idle Services.

III. RESPONSIBILITY

The General Manager shall be responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS

EFFECTIVE DATE: 12/8/2021

DATE APPROVED: 12/8/2021

ATTEST: 